



Our mission is to ensure our customers have the best fit and finish in the industry – and we stand behind it. Rockwood warrants that all shutter products will be free from manufacturers’ defects in materials and workmanship for as long as the original retail purchaser owns the home. If you are not completely satisfied, please email us at warranty@emailrockwood.com.

Manufacturing Warranty Limitations:

Rockwood provides a color-fast warranty on all finishes (i.e., paints and stains) for a period of 5 (five) years from the date of purchase.

Determination of defects in material and workmanship, as well as appropriate remedies to such defects, will be made by Rockwood Shutters. The maximum remedy is one full replacement of the unit. Rockwood Shutters is not responsible or liable for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee, as long as this provision is consistent with applicable State law. Trip charges to and from the home and other labor charges may be applicable.

Not Covered:

- Natural bow and camber, minor imperfections and other variations in color and grain effect are normal with this product and are not considered defects.
- Exposure to the elements, such as sunlight or moisture and discoloration or fading over time
- Normal wear and tear
- Customer damage or misuse
- Customer alterations or changes

General Information:

Rockwood Shutters reserves the right to change the materials, procedures and other characteristics of its products at any time without notice.

Ultra, The Performance Shutter:

Over and above the coverage provided herein, purchasers of Ultra Performance Shutters receive a special lifetime warranty covering louver joinery wear and tear. Labor service fees may apply.